STAR Program Office Developer Section Chief (revised 1/31/2019)
Classification: IS Supervisor 2

Position Summary
This position is responsible for day to day management of the STAR Program Office's Development Section. This position will provide day-to-day direction and guide and supervise staff in this area and will develop policies and procedures related to the STAR Development team. This position will provide support to the agencies for all aspects of STAR's development needs.

Under the direction of the STAR Program Office Director, manage the development staff supporting Finance/Procurement, HR and Payroll and the Learning environments. This position is responsible for and provides technical solutions to business challenges and translates them into process and development solutions. Provide technical leadership, mentoring, work direction, coaching and guidance to full-time and contract staff developers. The director is responsible for reviewing elevated level business requirements and collaborating with the staff in each functional environment (Finance, Procurement, HCM and ELM) providing multiple solution ideas, design, and estimating work efforts.

The incumbent will frequently work on projects that require a strong understanding of customer service, effective communication skills, and the ability to work within a team. This position will manage the preparation and implementation of project plans to eliminate/minimize the risk of error or delay on all environments, critical systems of high visibility with department and statewide impact. This position also represents the STAR Program Office on various policy committees and customer user committees.

Goals and Worker Activities

45%   A.   Provide support to the agencies for PeopleSoft IT development needs.
    A1.   Technical process owner for all aspects of development for the STAR project. Provides expertise on technical processes and solutions. Using delivered functionality wherever possible, providing guidance, limit the number of customizations
    A2.   Responsible for the development decisions on projects.
    A3.   Identifies and coordinates development resources as needed (Subject Matter Experts, Functional Resources, Technical Resources, and external consulting resources, etc.).
    A4.   Collaborates with other Functional and Technical Co-Leaders on development solutions.
    A5.   Drives the design, and implementation of development solutions for the STAR project, including scheduling PeopleSoft image upgrades and patching cycles.
    A6.   Provides advanced problem solving and support; works with staff to resolve complex development problems.
    A7.   Plans, executes, monitors, and documents development activities for the STAR project; provides technical leadership and guidance related to development during projects to ensure proper design techniques are used and that all resources are used appropriately.
    A8.   Works with representatives from other areas to ensure integration with their modules.
    A9.   Collaborates with the other Team Leaders in the development and documentation of an implementation/rollout plan.
    A10.   Participates in preparation of overall project plans, resource estimates and corresponding budget. Directly responsible for managing to the finalized project plan and managing all resources within their respective budget. Responsible for tracking, documenting and reporting progress of the project plan and budget vs actual.
    A11.   Collaborates with program, functional and management to facilitate the development and implementation of support procedures.

A12. Review functional and technical design documentation, make best practice recommendations, delivery of projects within timelines and budget. Ensure staff members follow the appropriate procedures and processes.

A13. Work with the STAR Program Office management team in developing and implementing strategic and tactical plans.

45%   B.   Management and supervision of the STAR Program Office Development team.

B1. Responsible for the hiring, orientation and training; supervising; evaluating performances of staff giving due consideration to Affirmative Action goals and objectives.

B2. Establish training frameworks and programs to ensure development staff knowledge and skills stay current with industry and PeopleSoft best practices.

B3. Recommend personnel actions such as career development, reclassifications, reallocations, discipline and terminations as needed to work rules are followed and performance goals are achieved.

B4. Perform periodic employee performance evaluations in accordance State personnel rules and guidelines; recommend pay adjustments for staff in accordance with policies and procedures.

B5. Ensure communication of STAR Program Office objectives, activities and plans to development section staff. Encourage participation from staff in improving development activities, policies and procedures.

B6. Lead projects/workgroups to evaluate processes, procedures, software and services and develop recommendations for improvement.

B7. Ensure an elevated level of customer focus with attention to customer priority issues and communication.

B8. Create formal status reports and presentations to keep agency customers and management informed of development efforts and issues.

5%   C.   Participate in Organized Activities and Projects

C1. Read and discuss pertinent materials to maintain awareness of the operation procedures and environment of the State of Wisconsin Department of Administration and the Division of Enterprise Technology.

C2. Participates in STAR Project and Division of Enterprise Technology staff meetings as needed.

C3. Share knowledge with fellow IT and functional professionals and provide assistance in areas of personal expertise.

C4. Prepare special reports, reviews, and recommendations as requested.

C5. Represent peers and management on task forces and committees to respond to the Department of Administration or agency needs.

5%   D.   Participation in employee development activities, both assigned and self-initiated

D1. Consult with other project managers and leaders about projects under their responsibility and techniques they use to be effective.

D2. Read books and periodicals to improve knowledge of data processing.

D3. Attend training sessions, conferences, and workshops to increase knowledge in project management, systems development work flows and stages, and other applicable skills such as written communication, oral communication, and leadership.

D4. Review internal and external publications to increase understanding of State of Wisconsin issues and needs, especially those pertaining to direct customers.

Knowledge, Skills, and Abilities

1. Knowledge of business analysis, functional design and testing related to PeopleSoft.
2. Ability to understand PeopleTools, SQL and PeopleSoft 9.2 in an Oracle database environment.
3. Knowledge of all technical aspects of PeopleSoft in a multi-module environment.
4. PeopleSoft development skills in Application Designer and Data Mover.
5. Knowledge of PeopleSoft Lifecycle Management tools such as PeopleSoft Update Manager, Change Assistant, Compare Reports, PeopleSoft Test Framework, and PHIRE.
6. Customer service skills.
7. Experience serving as a liaison between technical and functional staff.
8. Ability to create operational procedures such as coordinating staff schedules and assignments to provide required service support.
9. Knowledge of program/project management concepts and methods with proven ability to successfully lead large, complex projects.
10. Knowledge of personnel rules and procedures.
11. Program management techniques and skills.
12. Knowledge of standard support center operations
13. Effective communication skills.
14. Effective analytical and verbal skills in presenting complex ideas.
15. Ability to lead and mentor a team of PeopleSoft developers.
16. Ability to provide leadership, promote teamwork, and promote change.
17. Knowledge of PeopleSoft enterprise support of HCM, FSCM, and ELM strongly preferred.